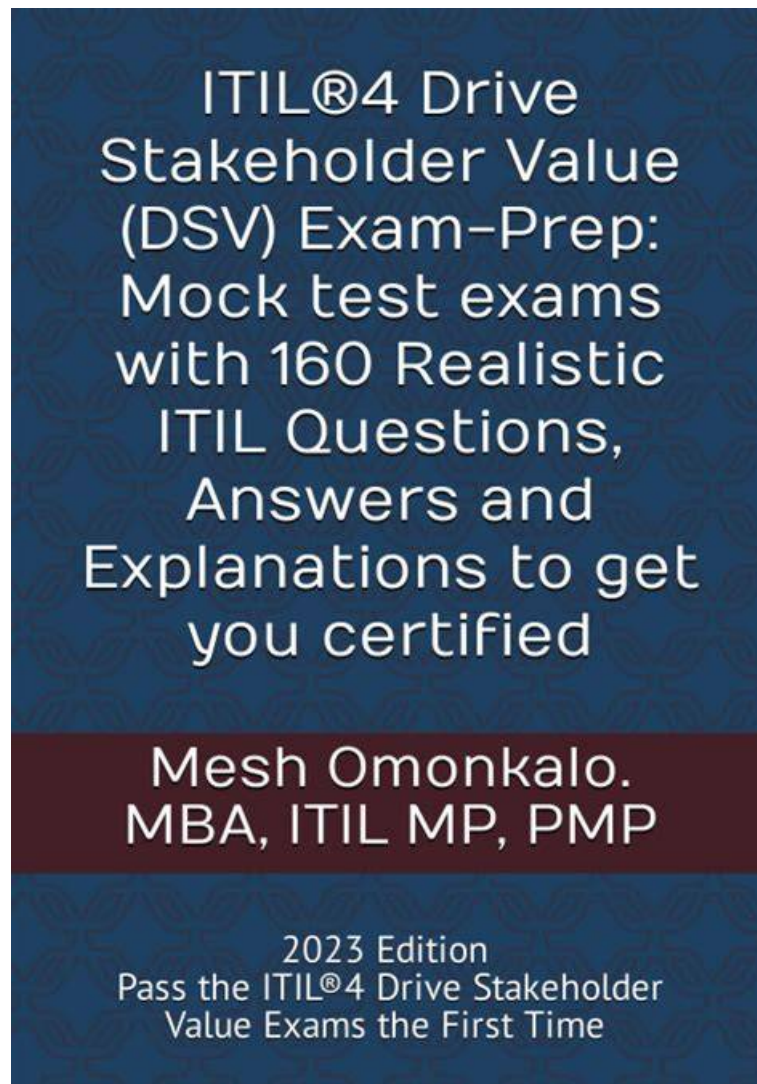


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ITIL ITIL-DSV Exam Syllabus Topics:

Topic	Details
Topic 1	• Service Level Management: This module equips IT service managers and service level managers with the skills to establish, monitor, and report on service levels to ensure they meet stakeholder requirements and agreements.
Topic 2	• Understanding Stakeholder Needs and Expectations: This module guides IT service managers and professionals in identifying, assessing, and prioritizing the needs and expectations of diverse stakeholders, including customers, employees, partners, and regulators.

Topic 3	• Customer Experience Management: In this module, IT service managers and customer experience professionals will gain a deeper insight into the principles of creating and sustaining a positive customer experience. It focuses on strategies to ensure that services are designed and delivered with the customer as the central focus, thereby enhancing overall satisfaction.
Topic 4	• Value Co-creation: In this module, IT service managers and business leaders will delve into the concept of value co-creation, learning how value is not merely delivered to customers but is also created collaboratively with them. The module highlights the significance of engaging customers as active partners in the service process.
Topic 5	• Communication and Collaboration: In the final module, IT service managers and communication specialists will develop the skills needed to foster positive relationships with stakeholders through effective communication and collaboration.

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ITIL 4 Specialist: Drive Stakeholder Value (ITL4SDSV) Sample Questions (Q28-Q33):

NEW QUESTION # 28

A service provider wants to track if a customer is emotionally satisfied with the service it is providing. Which metric would help the MOST?

- A. Customers churn rate
- **B. Average rating given by the users to the service**
- C. Number and frequency of users errors
- D. Number of transactions where users used the interface help

Answer: B

Explanation:

To track if customers are emotionally satisfied with the service, subjective feedback metrics that directly capture the user's feelings about the service experience are most effective.

* Average Rating:

* The average rating given by users to the service is a direct indicator of their emotional satisfaction. This metric reflects the users' overall sentiment and experience with the service, making it the most appropriate for gauging emotional satisfaction.

NEW QUESTION # 29

An organization provides an online portal that its employees can use to learn about and request standard services. Which practice would ensure that users can easily find information on the portal and that the information is kept up-to-date?

- A. Service request management
- B. Service level management
- **C. Service catalogue management**
- D. Service desk

Answer: C

Explanation:

The practice that ensures users can easily find information on the portal and that the information is kept up-to-date is "Service catalogue management." ITIL 4 highlights that service catalogue management is responsible for ensuring that accurate and up-to-date information about services is available to users, making it easier for them to find and request services through an online portal.

NEW QUESTION # 30

A service provider is failing its service level targets on a monthly basis. The resolution time of priority 1 incidents is breached frequently.

As the Incident Manager for the service provider, which action will you take?

- A. Improve the triage step to guide priority 1 incidents to specialised groups.
- B. Shift all service desk employees to the priority 1 incidents when they happen.
- C. Add additional staff to the service desk team.
- D. Remove the triage step as this slows down the incident resolution.

Answer: A

Explanation:

When service level targets, especially for high-priority incidents, are consistently being missed, it is essential to address the root cause of delays and inefficiencies in the incident management process.

* Triage Step:

* Improving the triage step is crucial in ensuring that priority 1 incidents are quickly identified and routed to the appropriate specialized teams. Effective triage ensures that the most critical incidents are handled promptly by those with the necessary expertise, reducing resolution times.

NEW QUESTION # 31

A service provider has built a 'cooperative relationship' with a customer.

Which activity are they MOST LIKELY to use to validate the services that are provided?

- A. Joint service reviews of achievements of service targets
- B. Continual tracking and analysis of the outcomes, costs, and risks
- C. Ad-hoc joint service reviews of costs and benefits
- D. Review of costs of service provider technology upgrades

Answer: A

Explanation:

In a 'cooperative relationship,' the activity most likely to validate the services provided is "Joint service reviews of achievements of service targets." ITIL 4 suggests that cooperative relationships involve regular and collaborative reviews of service performance against agreed targets. This joint approach helps in aligning the service outcomes with the customer's expectations and fostering a cooperative spirit.

NEW QUESTION # 32

A service provider has a hard time receiving user's feedback.

Which of the following is NOT an appropriate solution to improve the situation?

- A. Share the user's feedback on social media.
- B. Hand out rewards for feedback.
- C. Add social media channels to monitor and provide fast feedback.
- D. Respond to all feedback individually.

Answer: A

Explanation:

Sharing user feedback on social media is generally not appropriate if the goal is to improve the volume and quality of feedback received from users. Feedback is often sensitive and can include criticisms or private information that users may not want publicly disclosed. Instead, it's better to focus on gathering and responding to feedback through more controlled and secure channels. The ITIL 4 Drive Stakeholder Value module emphasizes "Engage" activities, which include collecting and managing feedback to

continuously improve service delivery. While adding social media channels (A) and responding to feedback individually (B) are good practices, publicly sharing feedback can breach user trust and discourage future feedback. Handing out rewards for feedback (C) can be a positive reinforcement strategy to encourage more users to provide feedback, which can then be used to improve services. Sharing feedback publicly (D), however, risks misinterpreting the feedback, violating privacy, or deterring other users from providing honest feedback.

NEW QUESTION # 33

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